# COVID-19 (Coronavirus) Workflow

## STAY AT HOME ORDER COMMUNICATION

### **Key Recommendations**

- \*HIGH PRIORITY\* Reach out to all your High and Rising Risk patients
- Reschedule non-essential appointments
- Recommend televisit appointments for sick visits if available and appropriate

According to the Centers for Disease Control and Prevention, social distancing means:

- Remaining out of "congregate settings" as much as possible
- Avoiding mass gatherings
- Maintaining distance of approximately 6 feet (2 meters) from others when possible

## **Provider Communication** (Example script below)

#### Advise all patients to:

- Stay safe at home. Do not go out unless critically necessary.
- Please call the office as we can support your medical needs by staying in touch by phone and/or Telemedicine.
- Make sure you have at least 60 days of your medication on hand and take all your medications as prescribed.
- Make sure you have enough food and beverages on hand.
- Make sure that you are maintaining social distancing—stay in touch with friends and family via phone, and/or video chat.
- If you have people bringing you medications or supplies, make sure they are healthy and have them wash their hands before coming in contact with anything inside your home.
- If you have caregivers that come into your home, again make sure they are healthy and have them wash their hands before coming in contact with anything inside your home.
- If you have any questions, my staff and I are at your service, do not hesitate to contact us via phone or our portal.
- If you can stay safe and distanced during this outbreak, it will greatly reduce the likelihood of you contracting this virus.

#### Resources

Maryland Stay at Home Executive Order: Effective, Tuesday 3/30/20 at 8 PM and until state of emergency and proclamation of health catastrophe has been rescinded. (A person who knowingly and willfully violates this Order is guilty of a misdemeanor and on conviction is subject to imprisonment not exceeding one year or a fine not exceeding \$5,000 or both.)

## Example Primary Care Process Map (Link)

## For more information, please visit:

The Maryland Primary Care Program homepage at: